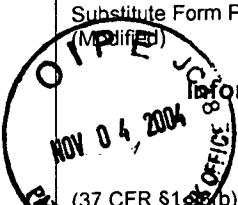


Substitute Form PTO-1449 (Modified)  Information Disclosure Statement by Applicant (Use several sheets if necessary) (37 CFR § 1.88(b))	U.S. Department of Commerce Patent and Trademark Office	Attorney's Docket No. 13906-114P01	Application No. 60/478,349
	Applicant Peter Gernold		
	Filing Date June 16, 2003	Group Art Unit	

U.S. Patent Documents

Examiner Initial	Desig. ID	Document Number	Publication Date	Patentee	Class	Subclass	Filing Date If Appropriate
/E.S.H/	AA	US-6,289,337 B1	09-2001	Davies et al			
/E.S.H/	AB	US 2004/0044729 A1	03-2004	Foerg et al			

Foreign Patent Documents or Published Foreign Patent Applications

Examiner Initial	Desig. ID	Document Number	Publication Date	Country or Patent Office	Class	Subclass	Translation	
							Yes	No

Other Documents (include Author, Title, Date, and Place of Publication)

Examiner Initial	Desig. ID	Document
/E.S.H/	AC	Chambers, B. et al, "Customer Relationship Management, The New Battlefield for Workflow," Document World, IMC, Amstelveen, NL, vol. 4, no. 4, July 1999, XP009020464.
↓	AD	Erasala, N. et al, "Enterprise Application Integration in the Electronic Commerce World," Computer Standards & Interfaces, vol. 25, no. 2, May 2003, pp. 69-82, XP004418377.
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Examiner Signature /Eliyah Harper/	Date Considered 05/08/2011
EXAMINER: Initials citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	